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Wright State University Libraries Access Newsletter Volume 1, Number 3, Spring 1993

Wright State University Libraries

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WRIGHT STATE UNIVERSITY LIBRARIES

ACCESS

Spring 1993, Volume 1, Number 3

Bonnie Doecker, Editor

Arnold Hirshon, University Librarian

LIBNET Now Available

On May 6, the University Libraries unveiled an important new research and information network. Called LIBNET, the network for the first time brings together a wide range of electronic information services including:

- the OhioLINK local and central catalogs
- periodical indexes available from the Libraries' new CD-ROM network. Databases currently accessible are: ABI/INFORM (Business); Applied Science and Technology Index; CINAHL (Nursing & Allied Health); Compendex (Engineering); ERIC (Education); Government Publications Monthly Catalog; Humanities Index; Medline; Modern Language Association Bibliography; Newspaper Abstracts; Periodical Abstracts; PsychLit (Psychology); Science Citation Index; Social Sciences Citation Index; Thomas Register of Manufacturing.
- Internet information services, including the full text of electronic books, journals and reference works
- Online catalogs from across the nation (such as the Library of Congress) and around the world.

LIBNET is available from workstations in both libraries, from terminals or microcomputers connected to a university computing services computer, and soon through dial access. The latter two methods of remote access require the user to have a computing account to "log into" the system. By some time this summer we also expect that all campus Novell network computers will have direct access into the CD-ROM network databases.

A useful feature of the LIBNET menu is that it provides two ways to get to information services. If you know exactly which service you want, you may go directly to that service through an alphabetic listing. If you prefer, there is also a grouping to bring together all of the information services under broad subject disciplines.

Currently, the opening menu to LIBNET is as follows:

Welcome to LIBNET - WSU Libraries' Information and Research Network

1. OhioLINK LIBRARY CATALOGS (Wright State & Central Catalogs)
2. SUBJECT GROUPING of Indexes and Internet Resources
3. ALPHABETIC LIST of Indexes and Internet Resources
4. OTHER LIBRARY CATALOGS (National and International)
5. LIBNET NEWS (last updated: [date])

If you choose item number 2 (Subject Grouping) you will see the next level menu:

1. General Works and Bibliographies
2. Business
3. Computer Science and Mathematics
4. Education
5. Engineering and Technology
6. Fine Arts (Art, Music, Theater)
7. Health Sciences (Medicine, Nursing, Allied Health)
8. Humanities (Communication, Language, Literature, Philosophy, Religion, etc.)
9. Psychology and Human Services (Counseling, Social Work)
10. Science (Biology, Chemistry, Geology, Physics)
11. Social Sciences (Anthropology, History, Political Science, Sociology)

If you were to select number 2 (Business) from this menu you would retrieve not only the OhioLINK databases (such as the ABI/Inform business periodicals index) but also the Thomas Register of Manufacturing, and the many business services available on the Internet.

Internet services are not just of interest in the sciences or social sciences. For example, in the humanities LIBNET provides access to such diverse services as the American Philosophical Association Bulletin Board Service, the Association for Computers & the Humanities Electronic Newsletter, the Bryn Mawr Classical Review, the Complete Works of Shakespeare, information about fellowships, information on Holocaust archives, and the Oxford Book of Quotations.

LIBNET is — and will continue to be — "under development" for sometime to come. We appreciate your patience as this work-in-progress unfolds, and we welcome your observations and suggestions to improve the system.

For further information on connecting to or using LIBNET, please call the Reference and Research Services Department at either the Paul Laurence Dunbar Library (873-2925) or the Fordham Health Sciences Library (873-2005).



LIBNET provides integrated access to OhioLINK, CD-ROM indexes, and Internet resources.

From the University Librarian

We're Listening

The University Libraries are always interested in soliciting opinions and advice from our users. One method to do this is through the "suggestion box" on the OhioLINK system or the mail-drop suggestion boxes in the entrances of both libraries. We take these suggestions very seriously. If someone signs a suggestion, we attempt to send an individual response. For suggestions of general interest, we will soon be posting answers on bulletin boards in both libraries. We will also use suggestions as the inspiration for future articles in *Access*, and may responses to suggestions as a regular include a "from the suggestion box" column.

Some suggestions point out problems of which we are already aware. In some cases, we were beginning to solve the problem or had already done so, and we find it reassuring to know that our users and we share the same perceptions. For example, the week before we replaced many terminals with microcomputer-based workstations and brought up our CD-ROM network, someone suggested that we improve the computer terminals and tie the CD-ROM machines into a network. Another suggestion, to upgrade some furniture, arrived a few weeks after we placed an order to replace some of the more decrepit chairs. And as noted elsewhere in this issue of *Access*, the University Libraries Committee recently accommodated the suggestion to "reduce the fine system."

There are problems brought to our attention that we can fix quickly. One person recommended that we put sound-deadening covers on the printers located in the Dunbar Library. Not only was this done, but the person who made the suggestion wrote back to thank us for making the effort and to express gratitude that we do pay attention the suggestions we receive.

Other problems may sound simple to solve, but are not. While resetting printers to skip over perforations seems simple, in practice this would require us to reset the printer to the top of a page after each person used the printer.

Then there are the problems that are difficult to fix, but on which we continually work to improve. Though our users may not always realize it, we do "make an effort to maintain quiet in the library" but the task can become Herculean, especially during finals week. (The noise problem is made worse in the Dunbar Library by its concert hall acoustics in the main atrium, which causes the rustling of every page to be heard two floors above.) We have had requests at both libraries to extend our hours or to make the libraries accessible 24 hours a day. Unfortunately, not only would the cost be prohibitive, but our experience is that the traffic would be extremely limited.

While we cannot solve all of these difficult problems, there are some in which we are making headway. We received a request to "put more descriptive description in the cataloging record." OhioLINK is now working on a means to add

tables of contents to many of our cataloging records for books. Within days of unveiling our new electronic service (LIBNET) we received both compliments and suggestions for improvements, such as to add academic calendar and other university information. We hope to provide some full-text services such as these during the next academic year. The request "to be able to limit ABI/Inform searches to only those periodicals held by WSU or put the WSU holdings onto the system" is an enhancement that we expect to be available during the coming academic year. And to the person who requested that we provide additional OhioLINK printers, please know that we are working to provide some alternatives.

Yet other suggestions raise issues that remain under consideration, but for which we have no immediate plans. For example, there is no immediate resolution to the suggestion to "place all bound journals in PLDL on the same floor in alphabetical order by title."

Sometimes, we considered a change in policy, but made no change. One student suggested that we "reinstate longer checkout periods for graduate students." The University Libraries Committee recommended retention of the current policy, which provides the same loan period for undergraduate and graduate students. We also considered the request to "give library access to all alumni of WSU, free of charge, regardless of whether or not they joined the alumni foundation." The Libraries do allow all community users, including alumni, access to the electronic services and collections of the libraries whenever the building is open. We do have a nominal \$20 per year charge, which goes directly to support the libraries, for those users who wish to check materials out of the building.

Not all of our suggestions recommend a consistent course of action. Some users suggest that we extend the period that we hold books awaiting pickup by the requester, while others regret that long holding periods "mean that the book can't be used by any other students, not even in the library." Such contradictions demonstrate that we have a diverse user population with differing viewpoints and whose needs we must carefully balance.

There have been many suggested additions to our collections on topics as diverse as science fiction, books by Hunter Thompson or Dorothy Dunnet, Russian interior decorating, Japanese-U.S. trade policy, specialized handbooks, national flags, theater arts, political correctness, and physical fitness. The Collection Management Departments of both libraries welcome requests for consideration. Unfortunately, the reality is that today no library can own everything. Our primary collecting emphasis is to purchase items related to our curriculum and faculty research. We generally rely upon area public libraries to support popular literature or avocational interest areas.

Then there are the problems that users assume are within our purview because since the service occurs within one of our buildings. Nonetheless, the library administration may not have any control. For example, there is nothing

we can do to adjust the heating and air conditioning system (which is a problem during seasonal changes) save reporting the problem to university facilities management. Similarly, University Printing Service (and not the Libraries) are responsible for maintaining the photocopiers and copy card regenerators housed in the library buildings. We do notify Printing Service when someone reports that a machine malfunctioned, but that is the limit of what the library staff person can do to resolve the problem. To the user who requested that we "provide help with CS205 classes" we regret to inform you that this does not fall within our area of expertise. And to the person who suggested that we construct another parking garage, please know that this also is out of our reach.

Finally, on occasion it is pleasing to read a compliment about library services or about our staff. For example, one person said "I like the library. I have been to three universities ... and this is the best of the three." Another person said that "OhioLINK is great, especially the access to ABI/Inform—Thanks!!" Perhaps most gratifying was the comment that "Your staff is very kind and generous! Keep up the good work!"

The suggestion box is only one means that the Libraries use to gain feedback about the quality of our services. Suggestion boxes are self-selected forms of communication, and they are not necessarily representative of the population at large. To respond to needs identified solely through the suggestion box could lead to management of only the "squeaky wheels." Therefore, we complement the suggestions we receive through meetings that members of the staff of the Libraries and I conduct throughout the year with individuals and groups across campus. In addition, during the coming academic year we plan to develop, test and implement a formal assessment instrument to solicit comprehensive information from our faculty, students, and the community-at-large.

If you have a suggestion or concern, please let us know. In addition to the electronic and mail-drop suggestion box, we also welcome memos, letters, and electronic mail messages. We are listening, and we care very much what you think!

— Arnold Hirshon, University Librarian

Ground Breaking Held for Regional Storage Facility

On May 24 there was a groundbreaking ceremony for the Regional Storage Facility that Wright State will share with Miami University and the University of Cincinnati. The facility, located on the Middletown Campus, will house about 1.5 million volumes. Current plans are to begin transferring materials to the facility by mid-1994.

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Materials will be available from the facility five days per week (Monday through Friday). There is an expected 24 hour turnaround time. In addition, the facility will house a reading room for those who wish to use the material on site.

The Libraries are now drafting criteria for selecting materials to shift to the facility. The University Libraries Committee and departmental library representatives will review and comment on these criteria prior to implementation.

Until a sufficient number of materials can be transferred, the Libraries will need to continue to add more shelving in our existing buildings. This shelving encroaches upon existing reader space. At the Dunbar Library, this will be most noticeable on the third and fourth floors. Plans for temporary reorganization of space are underway at FHSL. The storage facility will provide much-needed relief in our already crowded facilities that will enable us to restore essential reader space.



Breaking ground for the Regional Storage Facility in Middletown were Arnold Hirshon (University Librarian, Wright State University), Dr. Paul Risser (President, Miami University), and Dr. Norman Baker (Provost, University of Cincinnati).

Controlling the Cost of Serials

In February, Wright State University Libraries was host to a seminar for Wright State, Miami University, and University of Cincinnati faculty on controlling the cost of serials. Two representatives from the Faxon Company, one of the major serials subscription agencies in the

United States, discussed the history of the current serials crisis and the state of foreign and domestic serials markets today. They also demonstrated one alternative to local housing of intellectual resources.

From 1978 to 1990, the number of journals published increased by 70%. Driving this increase were academic pressures to publish, the rapid acceleration of scientific development, and the spawning of increasingly specialized journals from existing publications. Michael Markwith, National Sales Manager of the Faxon Company, reported that the science and technology subject areas account for most of the new titles. Perhaps not coincidentally, science and technology journals are also the most expensive journals to purchase.

Journal price increases exceeding the inflation rate of the consumer price index have been common in recent years. Fueling those price increases were increases in the cost of production, increases in pages/volumes published per title, fluctuations in the foreign exchange rate for titles published outside the United States, and supply and demand factors. As the price of a journal increases, publishers sell fewer subscriptions. As a result, the price for remaining subscribers increases further. In addition, the budget climate in the United States precludes increased funds to academia to cover adequately increased journal costs.

How does an academic institution control the cost of serials? There isn't one simple answer. University self-publishing and electronic publishing are two "radical" solutions suggested in the literature, but thus far such practices are not widespread.

Libraries are evolving from collections of materials purchased and housed "just in case" someone needs them, to information centers that order material "on demand" so it is available "just in time." This changes the question from "How can we maintain our serials collection?" to "How can we use our information budget to best provide information access for faculty and students?"

If current issues of a journal are not available in the library for browsing, how will faculty and students access that information? It may take months for articles in the most recent issue of a journal to appear in the standard bibliographic indexes or abstracts. To compensate for this delay, vendors are producing electronic table of contents services to inform researchers as to what is available in new literature. In addition, commercial document delivery services provide copies of articles on demand for journals titles that the local institution does not own.

Despite the inflationary pressures that are affecting all academic institutions, The Wright State University Libraries remain committed to working with our faculty to explore innovative methods to ensure the continued availability of necessary information.

— Bonnie Doecker (Head, Dunbar Library Collection Management Department)

Improvements in Library Services

Circulation Policies. By the beginning of the 1993 Fall Quarter there will be a few important changes in circulation policies that users are sure to welcome. Under the current policies, all users have a grace period of twenty (20) days after the due date to return materials before the Libraries assess an overdue fine of \$1.75 per day (\$25 maximum). Based upon consultations with the University Libraries Committee, this policy will change by the beginning of the Fall Quarter. Under the new policy, the Libraries will retain the twenty day grace period but *reduce* the fine to \$.75 per day (\$10.50 maximum) for materials borrowed from Wright State. (Materials borrowed from OhioLINK or SOCHE institutions may be subject to a different overdue and fine structure.)

Another positive change is that there will be increased flexibility in the number of times faculty may renew an item. The current policy allows two renewals, and then the faculty member must return the item for reshelving. The new policy still requires return of the material after two renewals but will enable the faculty member to immediately re-charge the material, providing another user does not have a hold on the item.

A change recently enacted makes renewals easier for all users. Effective April 5, 1993 we now accept phone and e-mail renewals for materials prior to the expiration of the grace period (that is on-or-before twenty days after the due date). If you wish to renew items by phone, please call the Dunbar Library Circulation Department (873-2525) or the Fordham Library Circulation Department (873-2003). If you prefer renewing items by e-mail, please contact Susan Weldon at the Dunbar Library (873-2530) or Susan Wehmeyer at the Fordham Health Sciences Library (873-3565) for more information.

If you have items checked out from both libraries, either Circulation Department can renew all items with one phone call or e-mail message. To save time, please identify items for renewal by the date due rather than by the author, title, or bar code label. Please note that you cannot renew items for which another user placed a request.

Higher Education Reading Room and Faculty-Use Only Study Carrels. Earlier this academic year, the University Libraries in cooperation with the Center for Teaching and Learning opened the Higher Education Reading Room (room 342 in the Dunbar Library). To ensure privacy and security, all faculty may gain entry to the room using the "general classroom key." The room is available for general use on a first-come/first-served basis except when scheduled in advance for group meetings. The complete schedule is posted on the door. Faculty may schedule the use of the room for meetings directly associated with the Center for Teaching and Learning by calling the University Libraries Administrative Offices (873-2380) and providing the name of the group that is meeting. Besides

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Improvements in Library Services *continued from page 3*

providing study and meeting space, the room also houses materials dealing with teaching at the college level.

Another new service is the availability of faculty-use only study carrels in the Dunbar Library Periodicals Reading Room. Five large carrels are available for use on a first-come, first-served basis. In addition, a faculty workstation will be available that will provide access to the OhioLINK catalog and the other information services that the University Libraries make available through LIBNET.

"What's New" Displays. The University Libraries will soon install new wall displays in both library building entrance areas to post information about new services, changes in policy or services, and responses to suggestions received in suggestion boxes.

Staff Notes

Sarah Timmons (Associate University Librarian, Fordham Health Sciences Library) was appointed to the Rittenhouse Award Jury of the Medical Library Association Awards Committee for 1993/94. The Rittenhouse Award is presented for an outstanding paper written for a library science course or library internship.

Building the Library Collection — A Book at a Time

Materials come to the Wright State University Libraries in many ways. Some materials come by subscription, some as gifts, some arrive as approval items from our approval vendors, some arrive automatically through standing orders. Many materials are ordered as "firm orders" — one title at a time. Faculty and staff help build the library collections by initiating many of these orders. As faculty prepare for classes, read to

maintain current awareness, or research topics in their disciplines, they often come across titles that would benefit the library collections.

In the past, faculty completed a "purchase request" form and forwarded the request to the library. To simplify the process, these special forms are no longer required. Faculty and staff may forward bibliographic information in whatever form they find it, such as a publisher's blurb, a photocopy of a journal review, or a short memo. If staff find that the library already owns a copy of the requested title, we provide this information to the requestor.

All requests for library materials should be forwarded to the Collection Development Librarian (CDL) that works with the college, or to the Head of Collection Management. The CDLs review all material requests as part of their effort to build collections that support curricular and research needs.

The University Libraries welcome material requests from Wright State faculty and staff. Valuable collections, i.e. collections that are useful and relevant, are built cooperatively by faculty, staff, and librarians. If you have any questions about the process, please contact Mary Ann Hoffman (873-2395) at Fordham Health Sciences Library, or Bonnie Doecker (873-2689) at Paul Laurence Dunbar Library.

News About Special Collections and Archives

Trailblazer Award. On April 16, Aviation Trail gave its 1993 Trailblazer Award to the Dunbar Library Special Collections and Archives Department in recognition of lasting contributions to the preservation of the heritage of Wilbur and Orville Wright and to the history of flight. Robert Smith, department head, received the award on behalf of the Library. One of the foremost collections in the world concerning the Wright Brothers, the Wright Collection contains 6,000 items, including more than 200 technical books,

journals and pamphlets, 3,600 original photographs of the Wright Brothers, and 1,000 genealogical items collected by Orville and his father, Bishop Milton Wright. After the Wright family chose Wright State University as a repository for the collection in 1975, many other aviation collections followed. Other notable collections include the Glenn Curtis photographs and materials on Frank Whittle, one of the developers of the jet propulsion engine.

Jay and Veda Rasmussen (Genealogical Society of Utah) will be spending 18 months with the Special Collections and Archives Department helping to preserve genealogical materials on microfilm.

The Special Collections and Archives staff participated in the Ohio Archives Week (April 18-24) with special displays, presentations, and programs at Wright State. The department held an open house for viewing and use of the Ringelbaum Survivors of the Holocaust Collection. In addition, Dorothy Smith and Dawne Dewey prepared a special exhibit and slide presentation highlighting the women's history manuscripts held in the Dunbar Library.

Friends of the Libraries News

Staff Scholarship Fund. The Board of the Friends of the Libraries recently announced the establishment of a \$1,500 scholarship fund to support graduate study by library staff members who are pursuing degrees in library science, archival administration, or other disciplines related to library services. The Friends hopes to continue the availability of the award in future years, and welcomes additional contributions to the award fund. Those who wish to make a donation to the fund should make checks payable to the Friends of the Libraries, with the note "Scholarship Fund." Address the checks to Brenda Combs, Administrative Secretary, Friends of the Libraries, Dunbar Library, Wright State University, Dayton OH 45435.



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